From: Axon Evidence
To: Eligio Lara
Subject: Axon Service Update
Date: Monday, September 9, 2024 12:25:52 PM

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Display issues? View in browser

AXON SERVICE UPDATE

Incident Status:	*Active - Under Investigation*
Approximate Start Time:	09/09/24 11:09 AM PST
Incident Type:	*Performance Outage*
Product(s) Impacted:	Body Worn Cameras
Service(s) Impacted:	Device Pooling, Configuration, Log Upload, ALPR
Region(s) Impacted:	*US State & Local Government*

There is currently an incident which may impact your use of our services. Our engineering teams are currently engaged and working to resolve.

Impact:
During this period, users may experience issues with syncing of new configurations of devices, uploading device logs and device pooling. Additionally, users may also experience issues in ALPR which causes a state hotlist in Hubs and missing vehicle attributes from Flock

Next Update:
We will be providing updates every *60 minutes*

We appreciate your patience as we work to resolve this incident. If you have any questions, please contact our Support team.

Email: support@axon.com
North America: 1-800-978-2737 ext 4
UK: +44 1-327-709-666
Australia: 1-800-512-069
New Zealand: 1-800-005-161

Contact Us

Sincerely,

Axon
Protect Life

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